IP Office 4.2

1603 Phone

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Documentation information
For the most current versions of documentation, go to the Avaya Support web site (http://www.avaya.com/support) or the IP Office Knowledge Base (http://marketingtools.avaya.com/knowledgebase/).

Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1 800 628 2888 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support.

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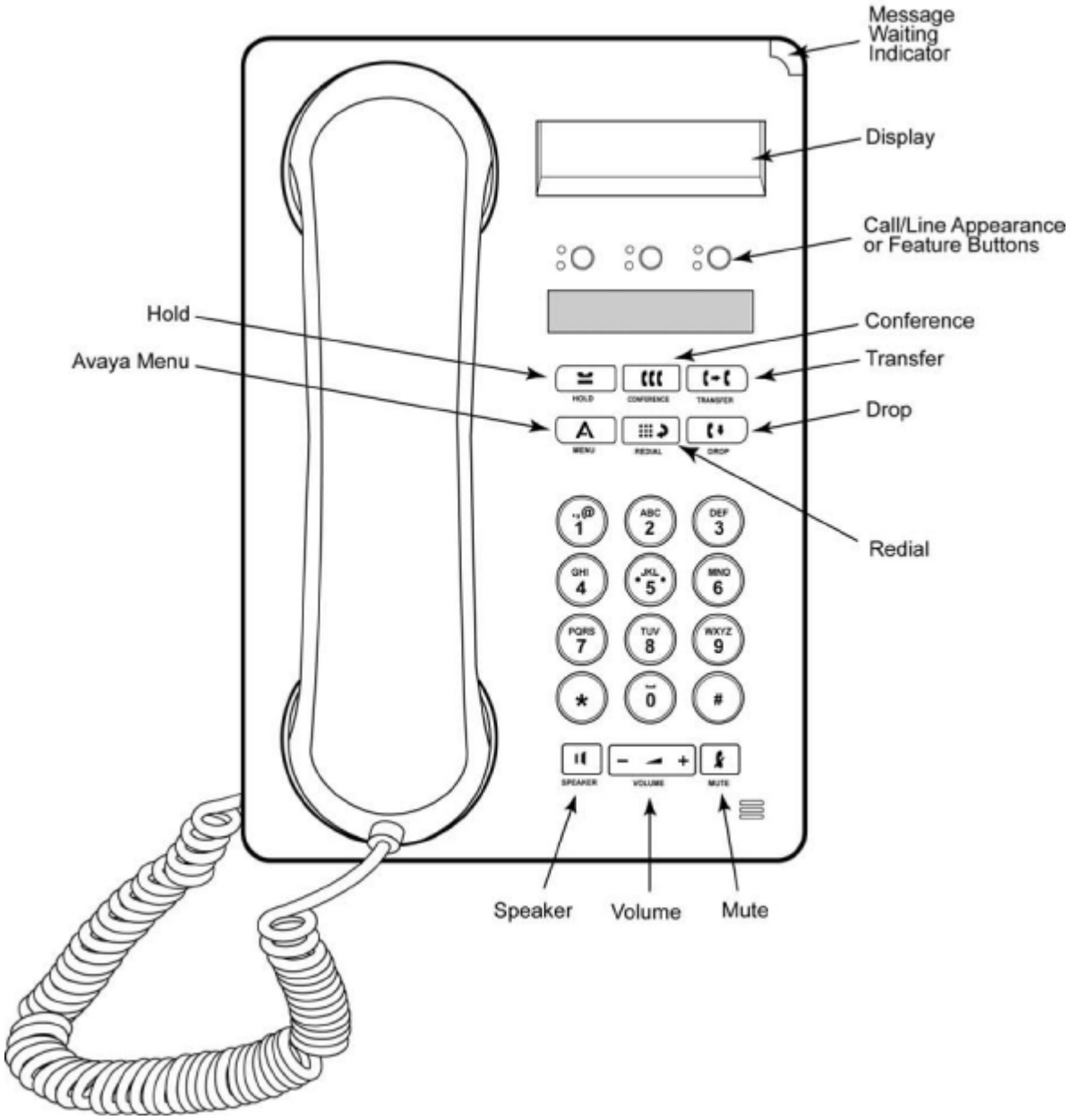
Chapter 1.
1603

1. 1603

The 1603 IP telephone is a multi line IP telephone for use with Avaya IP Office. The 1603 IP telephone puts convenient features and capabilities at your fingertips, including a Conference, Transfer, Hold, and Redial button and a menu of options and settings to customize your phone.

Not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.



Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Avaya Menu	Press the **A** button to access the Avaya menu. Press the A button twice to exit the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, select the display language, view network information, and log out.
Redial	Press **Redial** to dial the last number you dialed.
Hold	Press **Hold** to put the active call on hold.
Conference	Press **Conference** to add another party to an existing call.
Transfer	Press **Transfer** to transfer a call to another number.
Drop	Press **Drop** to drop the active call. While on a conference call, press **Drop** to drop the last person added to the conference call.
Volume	Press + or - on the volume button while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press + or - on the volume button while the handset and speaker are inactive.
Mute	Press **Mute** to mute a call in progress. To take a call off mute, press **Mute** again.
Speaker	Press **Speaker** to use the speakerphone. To take a call off speakerphone, lift the handset.
Feature Buttons and Call/Line Appearance Buttons	There are 3 buttons that can be programmed by the system administrator as either call/line appearance buttons or feature buttons. Press a call/line appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. Typically, two buttons are administered as call/ line appearance buttons and one button is administered as a feature button. The feature button provides access to an Avaya call management system feature that has been administered for your extension. The green LED next to the feature button indicates if the feature is currently on or off. If the light is on, the feature is on.

1.1 About LEDs

Each call/line appearance button and feature button has two LEDs, one green and one red, to indicate the status of the call/line appearance or feature. The status is identified by whether the LED is turned on, off, or blinking as described in the following tables.

Table 1. Call/Line Appearance Button LEDs

LED	Description
Steady green	Call/line appearance is active.
Slow blinking green	Call/line appearance is ringing.
Fast blinking green	Call/line appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call/line appearance is selected and will be used when you go off-hook. It remains steady red while you use the call/line appearance.
Off	Call/line appearance is available.

Table 2. Feature Button LEDs

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Off	Feature is not active.

1.2 About Icons

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.

Table 3. Icons in the Telephone Display

Icon	Description
	Call forward or Send All Calls is active. (These features are available if they have been administered for your telephone.)
	Incoming call is ringing.
	Call is active.
	Call is on hold.
	Call is on soft hold (when using Conference or Transfer feature).
	Conference is active.
	Conference is on hold.
	Scroll up or down for other options.

1.3 About Paper Labels

Next to each call/line appearance button and feature button is a paper label. The label identifies the call/line appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.

Chapter 2.
Basic Telephone Operation

2. Basic Telephone Operation

2.1 Making a Call

If you are not on a call, simply dial the number you want to call.

1. Lift the handset, press **Speaker** or press an available line button.
2. Dial the number you want to call.

2.2 Redialling a Number

Press **Redial** to call the last number dialed.

2.3 Answering a Call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

Answer an incoming call in the following ways:

- If you are not on another call, lift the handset, or press the call/line appearance button whose green LED flashes for the incoming call, or press Speaker to answer using the speakerphone.
- If you are on another call, press the call/line appearance button whose green LED flashes for the incoming call.
    - If the Auto Hold feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

2.4 Muting a Call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

1. Press the **Mute** button during a call so that the other person cannot hear you.
2. Press the **Mute** button again to unmute the call.

2.5 Putting a Call on Hold

1. Press Hold to put your active call on hold. The fast blinking green LED next to the call/line appearance button indicates the call is on hold.
2. To resume the call, press the call/line appearance button to resume the call.

2.6 Transferring a Call

1. If the call you want to transfer is not your active call, press the call/line appearance button for the call you want to transfer.
2. Press **Transfer**.
   - The very fast blinking green LED next to the call/line appearance button indicates the call is being transferred.
3. Dial the telephone number.
   - To transfer the call to a call that is on hold, press the call/line appearance button for the call that is on hold.
4. Press **Transfer** again or hang up to complete the transfer.

2.7 Conference Calls

You can use conference calls to speak with up to three people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Making a conference call

1. While active on a call, press **Conference**.
   - Note: The very fast blinking green LED next to the call/line appearance button indicates the call is being conferenced.
2. Dial the telephone number.
3. Press **Conference** to add the person to the existing call.

Putting a conference call on hold

When you put a conference call on hold, the other parties can still talk to each other.

1. Press **Hold** during a conference call. The blinking green LED next to the call/line appearance button indicates the conference is on hold.
2. To resume the call, press the call/line appearance button to resume the call.

Dropping a person from a conference call

1. While active on a conference call, press **Drop**.
2. Press # to drop the person shown, press * to view the next person.

2.8 Getting Your Messages

A red light on the upper right-hand corner of your telephone indicates when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voice mail

1. To log in to your voice mail, follow the instructions provided by your system administrator.
2. Once you are logged in, follow the voice prompts from your voice mail system.

2.9 Logging in to your Telephone

Logging in and out maintains your personal options if you share a telephone with other users or if you want to use the same extension from another phone. Logging out also prevents unauthorized use of your telephone during an absence.

Logging in to your telephone

Log in from the initial screen that prompts you for your extension.

1. Enter your extension.
2. Press **#** to select OK.
3. Enter your password.
4. Press **#** to select OK.

Logging out of your telephone

1. Press the **A** button.
2. Press **#** to scroll to **Log Out**. Note:Log Out is not available if you are on a call.
3. Press * to select Log Out.
4. Press * again to confirm.

2.10 The Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, select the display language, view network settings, and log out. To access the Avaya Menu, press the **A** button. To exit the Avaya Menu, press the **A** button twice.

The Avaya Menu has five sub-menus:

- **Screen**
  Lets you adjust the display brightness and contrast and turn visual alerting on and off.
- **Sounds**
  Lets you select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
- **Advanced**
  Lets you select the display language, set automatic gain control on the handset and speaker, or initiate a manual backup/restore if you have a backup/ restore file server. See your system administrator for more information.
- **Network Information**
  Shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
- **Log Out**
  Lets you log out of your telephone to prevent unauthorized use during your absence.

Note:

- The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

Adjusting the brightness or contrast of the display

1. Press the **A** button.
2. Press **#** to continue.
3. Press ***** to select **Screen**.
4. Press **#** to scroll to **Bright** or **Contrast**.
5. Press **-** or **+** on the volume button to adjust the brightness or contrast.

Changing the ring pattern

1. Press the **A** button.
2. Press **#** to scroll to **Sounds**.
3. Press ***** to select **Sounds**.
4. Press - or **+** on the volume button to select a ring type. You hear each ring type when you select them.

Turning button click sounds on and off

1. Press the **A** button.
2. Press **#** to scroll to **Sounds**.
3. Press ***** to select **Sounds**.
4. Press **#** to select **Next**.
5. Press **-** or **+** on the volume button to turn button click sounds on and off.

Turning error tones on or off

1. Press the **A** button.
2. Press **#** to scroll to **Sounds**.
3. Press ***** to select **Sounds**.
4. Press **#** to scroll to **Error Tones**.
5. Press **-** or **+** on the volume button to turn error tones on or off.

Turning visual alerting on or off

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

1. Press the **A** button.
2. Press **#** to continue.
3. Press ***** to select **Screen**.
4. Press **#** to scroll to **Visual Alert**.
5. Press **-** or + on the volume button to turn visual alerting on or off.

Setting Automatic Gain Control

Automatic Gain Control helps to maintain a constant audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased.

1. Press the **A** button.
2. Press # to scroll to **Advanced**.
3. Press * to select **Advanced**.
4. Press **#** to select **AGCHandset** or **AGCSpeaker**.
5. Press **-** or **+** on the volume button to turn automatic gain control on or off.

Changing the language

1. Press the **A** button.
2. Press **#** to scroll to **Advanced**.
3. Press ***** to select **Advanced**.
4. Press # to scroll to **Language**.
5. Press * to select **Language**.
6. Press **#** to scroll to the desired language. Other languages may be available. Contact your system administrator.
7. Press ***** to save your selection.
8. Press **4** to confirm or **6** to cancel.

Viewing Network Information

1. Press the **A** button.
2. Press **#** to scroll to **Network Info**.
3. Press ***** to select **Network Info**.
4. Press **#** to scroll to **Audio Info**, **IP Info**, **QoS**, **Interfaces**, or **Miscellaneous**.
5. Press ***** to view information for the item you selected.

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